



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

April 29, 2014

Date Complaint Received:	4/23/14
Complaint Received By:	DHS
Provider Name and Location:	Alice Zimmerman, 1009 2 <sup>nd</sup> Ave. N., Estherville, IA 51334

Complaint: It was reported that Alice had used inappropriate language related to toileting concerns when texting the parent of a day care child. It was further reported that she had cut the hair of day care child without the parent's permission.

Rule Basis: 441 IAC 110.5(6)"b","c","d"and "e" and 441 IAC 110.5(9)

No other rules were reviewed.

## Findings:

441 IAC 110.5(6) Discipline. Discipline shall conform to the following standards:

- b. Punishment which is humiliating or frightening or which causes pain or discomfort to the child shall not be used.
- c. Punishment shall not be administered because of a child's illness, or progress or lack of progress in toilet training, nor shall punishment or threat of punishment be associated with food or rest.
- d. No child shall be subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family.
- e. Discipline shall be designed to help the child develop self-control, self-esteem, and respect for the rights of others.

On 4/25/2014 a visit was conducted. Alice Zimmerman stated that she was stern with the child and raised her voice concerning toileting issues. She further stated that the child cried.

441 IAC 110.5(9) Provider. The provider shall meet the following requirements: b. Exchange information with the parent of each child frequently to enhance the quality of care.

On 04-25-14 a visit was conducted. Alice Zimmerman confirmed that she had sent the texts with inappropriate language as reported by the parent.

On 4/29/2014 Alice Zimmerman reported that she cut a "small rat" on the very end of the child's long hair. She didn't mention it to the parent as, by her report, not much hair was removed. On 04-29-14 the parent reported that approximately 2 1/2" of the child's hair was cut (all the way across the entire length of her hair)

Resolution: The provider agreed to follow the rules and was remorseful.

If you have any questions regarding this matter feel free to contact me at 515-295-7771;ext. 217 or email address [jjohnso5@dhs.state.ia.us](mailto:jjohnso5@dhs.state.ia.us) .

Sincerely,

A handwritten signature in black ink that reads "Jan Johnson". The signature is written in a cursive style with a large, stylized "J" and "J".

Jan Johnson  
Social Worker